

**Before the  
Federal Communications Commission  
Washington, D.C. 20554**

In the Matter of	)	
	)	
Designation of 211 and 511 as	)	CC Docket No. 92-105
Abbreviated Dialing Arrangements	)	

**COMMENTS OF THE WASHINGTON STATE DEPARTMENT OF  
TRANSPORTATION (WSDOT)**

The Washington State Department of Transportation (WSDOT) provides the following comments on the status of 511 to determine whether the 211 and 511 dialing codes are being utilized in the manner for which they were assigned. The remainder of the comments in this document are related to the use of 511 only. Service via 211 is being operated by other government agencies in Washington State.

511 service in Washington State started over four years ago with two wireless phone companies {Cingular (now AT&T) and Qwest}. Over the next year the remaining wireless and wired phone companies reprogrammed their computerized phone call routing switches to allow proper routing of 511 calls.

In January 2005 the 1 millionth call to the Washington State 511 system was made. In December 2005 the 2 millionth call was received. The 3 millionth call occurred in June 2006, and in January 2007 the 4 millionth call happened.

The peak call periods in Washington State have always occurred in the winter whenever I-90 Snoqualmie Pass is closed (usually for avalanche control or very poor driving conditions). 511 is available statewide. The average call length is one and a half minutes. For callers near the Oregon border, a direct connection is available between the Oregon and Washington 511 systems.

The taxpayers have invested over \$1 million dollars in starting and improving the 511 system in Washington State. Current operation and maintenance expenses are about \$350,000 per calendar year. The 511 system in Washington State was upgraded in January 2007 so that it is capable of handling 192 simultaneous calls.

To try out the WSDOT 511 system you can dial toll-free from anywhere in North America  
1-800-695-ROAD (7623).

So from a WSDOT perspective, the 511 abbreviated dialing code is being widely used. The states adjacent to Washington have also implemented 511, so 511 is available regionally across state lines.

The Commission asked for suggestions on how to facilitate more widespread use. Washington State shares a border with British Columbia. We recommend

continuing sharing 511 information with the Commission's Canadian counterpart.

We want to encourage the successful implementation of 511 throughout Canada.